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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Grewal et al.

Serial No.: 09/610,927

Filed: July 6, 2000

For: WEB-BASED METHOD AND
SYSTEM FOR INDICATING
EXPERT AVAILABILITY

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: Art Unit: 3623
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: Examiner: Romain Jeanty
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AMENDMENT

Hon. Commissioner for Patents
Washington, D.C. 20231

In response to the Office Action dated October 21, 2002, please amend the above-identified patent application as follows:

IN THE CLAIMS

1. (once amended) A method for indicating expert availability from a pool of experts using a client system - server system, said method comprising the steps of:

connecting the client system to the server system;

al accessing a database within the server system comprising a pool of experts, the experts pool further comprising identification of experts and their availability;

displaying expert information including expert availability information on the client system through an applet downloaded from the server system when a user calls upon an expert to seek assistance, the expert availability information includes an expert availability indicator that displays a waiting time for each available expert displayed and an average amount of time the expert spends assisting a user; and